



Public Works Department
304 S. Kingshighway
Perryville, MO 63775
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SNOW REMOVAL AND ICE CONTROL POLICIES AND PROCEDURES

Purpose and Need for Policy

The City of Perryville needs to periodically review and adopt a policy regarding efficient and timely removal of snow and control of ice in order to best provide for safe travel for the greatest number of persons. This policy outlines the responsibility within the Public Works Department in order to accomplish this goal.

Policy

The Public Works Department has prepared a Winter Event Action Schedule (Appendix A of this Policy) which establishes routes for the purpose of snow and ice control.

Within each of the Wards, the City has classified city streets based on the street function, relative traffic volume, and importance to the welfare of the community. Those streets classified as “Priority Facilities” will be plowed first. These areas are pertinent to Emergency Management and require immediate attention and long-term care. Streets classified as “Arterial Roadways” will be cleared immediately once the Priority Facilities are clear. These are higher volume streets which connect major sections of the city and provide access for emergency fire, police, and medical services. “Connector Roadways” will be third priority streets and are through streets providing access to residential neighborhoods to main thoroughfares. Once the above streets are cleared, the remaining residential streets will be plowed. Special equipment will be used to clear city parking lots, parking around the Square, and pre-determined high-volume intersections.

City streets must be passable to allow normal traffic flow and emergency vehicles to respond to all areas within the City. The City, however, does not guarantee bare, dry pavement after each snowfall or that streets will be totally free of ice and snow or driving hazards common to Missouri winter weather.

City streets will generally be plowed within 12 hours from the start of a 2 inch or more snowfall. This requires 8-10 hours of operations for a normal snowfall of two to six inches. Delays may occur due to equipment breakdowns and or extreme weather condition.

Procedure

The City of Perryville Police Department assists with the Public Works department in monitoring street conditions and notifies the department's supervisory staff of snow and ice conditions needing attention. Public Works personnel are notified in accordance with the department's schedule for emergency call outs.

Commencement of Snow and Ice Operations

Snowplowing and or ice control operations shall commence under the direction of the Public Works Department. The Public Works Director, in conjunction with the Street/Refuse Superintendent, will determine when and what operations will begin. In general, operations shall commence as follows:

- Pre-Treatment of "Priority Facilities" and "Arterial Roadways" when the local forecast predicts over 1" of snow.
- Plowing will begin once snow accumulates to 2 inches or more;
- Drifting of snow may warrant commencement of partial or full operations depending upon conditions;
- Icing of pavements may warrant partial or full operation depending upon extent and conditions.

Snow and ice control operations are expensive and involve the use of limited personnel and equipment. Consequently, snowplowing operations will not generally be conducted for snowfalls of less than 2 inches.

Pre-Treatment by Use of Sand and Cinders

The City is concerned about the effect of cinder and salt on the environment and will limit its use for that reason. Therefore, it is the policy of the city to utilize a cinder and salt mixture in the ratio of approximately 3 parts salt and 1 part cinder. This provides for traction but is not intended to provide for bare pavement during winter driving conditions. Application of the cinder and salt mixture is generally limited to "Priority Facilities" and "Arterial Roadways," steep grades, and high-volume intersections. Applications are limited on lower volume streets and cul-de-sacs. The City cannot be responsible for damage to grass caused by the cinder and salt mixture and therefore will not make repairs or compensate residents for salt damage to turf, plantings, or trees in the street right-of-way.

How Snow will be Plowed

City crews will plow the center sections of streets to provide passage equivalent to two lane widths. Once every city street has been plowed, then crews will plow streets from curb to curb, as conditions and time allow. Operators will not plow within 2' of curbs, stormwater drains, driveways, or parked vehicles. Unpaved city alleys will not be plowed. It is the departmental goal to have the entire street system treated/plowed after a "typical" snowfall in approximately 8-10 hours. Depending on snowfall conditions, duration of the storm, and equipment breakdowns the cleanup operations can fluctuate.

Suspension of Operations

Generally, operations shall continue until all roads are passable. Widening and clean-up operations may continue immediately or on the following working day or days depending upon conditions and circumstances. Safety of employees and the public is important. Therefore, plowing operations may be halted for employees that have worked a 12-hour shift. Employees will be required to take a 15 minute break for every 4 hours worked. Employees should have a minimum of 6 hours of off duty rest time at an appropriate location.

Depending on the extent of the storm, employees from other departments may be called upon to help clean up the effects of the storm. Employees should notify the Street/Refuse Superintendent of any vacation time that will not allow the employee to be called out to help with winter operations.

Operations may be suspended during periods of limited visibility. Any decision to suspend operations shall be made by the Public Works Department and shall be based on the conditions of the storm. The City will continue to provide access for emergency fire, police, and medical services during a major snow or ice storm.

Parking on City Streets

Although there is no City Ordinance defining planned snow routes, parking along narrow streets and major thoroughfares should be kept to a minimum in order to maintain efficient winter operations.

The Public Works Department requests that residents do not park on City streets after a snowfall until the street has been plowed.

Property Damage

Damage to fences, trees or other private improvements will not be repaired or replaced by the City if they are in the right-of-way. Lawns that are scraped or gouged by City equipment will be repaired by top dressing and seeding the following spring. Residents are responsible to assist by watering the areas that are repaired.

In instances where there is a disagreement as to the source of the damage and the responsibility therefore, the City Administrator shall determine the responsibility.

Driveways

One of the most frequent and most irritable problems in removal of snow from public streets is the snow deposited in driveways during plowing operations. Snow being accumulated on the plow blade has no place to go but in the driveway. The drivers make every attempt to minimize the amount of snow deposited in driveways, but the amount can still be significant. City personnel does not provide driveway cleaning. Possible exceptions are at the discretion of department management for emergency situations.

Snowplowing and ice control operations can cause property damage even under the best circumstances and care on the part of the City. The major types of damage are to improvements in the City right-of-way, which typically extends approximately 8-10 feet beyond the curb. The intent of the right-of-way is to provide room for snow storage, utilities, sidewalks, and other City uses. For the convenience of its residents, the City permits mailboxes within this public right-of-way area. Therefore, the City will cooperate with the property owner to determine if the damage is the responsibility of the City and when it shall be the responsibility of the resident. The City does not accept responsibility for mailboxes, which are allowed to be placed in the road right-of-way. Mailboxes should be constructed sturdily enough to withstand snow rolling off a plow or a wing. Therefore, damage resulting from snow is the responsibility of the resident

How to Keep Your Driveway Entrance from Filling with Snow

Throughout the winter months, City snowplow crews will be out clearing the roads and streets during and after each snowfall. Homeowners and other property owners will be clearing their driveways at the same time.

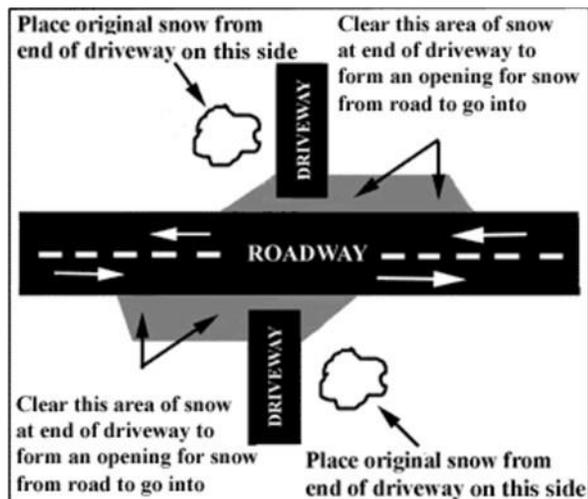
Many times, while this is going on, a snowplow truck will go by and fill in the end of a freshly cleared private driveway with snow from the roadway. This is not intentional, and there is a way this wintertime inconvenience can be minimized.

The diagram below shows how you can clear snow around the end of your driveway opening a certain way to reduce the possibility that you will do very much clearing after snowplow truck goes by on the road next to your driveway.

The idea is to place as much snow as possible when clearing your driveway, in the direction of travel downstream on your side of the roadway. Next is to clear an area upstream from your driveway opening to form a “pocket” for snow from the roadway to go into, instead of at the end of your driveway.

The result is more of the snow accumulation from clearing the roadway will go into this open pocket area and less will wind up at the end of your driveway.

A note of caution is in order. Please be extremely careful when working next to the roadway – especially when snowplowing operations are in progress.



Mail Delivery

The snowplow operators make every effort to remove snow as close to the curb line as practical and to provide access to mailboxes for the mail delivery. However, this is not possible to provide perfect conditions and minimize damage to mailboxes with the size and type of equipment the City operates. Therefore, the final cleaning adjacent to mailboxes is the responsibility of each resident.

Residents are encouraged to check with the Postmaster on how to correctly install your mailbox.

Fire Hydrants

Fire hydrants are critical to minimize the potential losses involved in any fire. Residents are encouraged to assist the City by clearing hydrants near their property. If possible, they should be cleared five (5) feet on each side to allow Fire Department access.

Weekly Refuse Pick-Up

Efficient snowplowing requires that city-issued trash carts be accessible for pickup and placed off street to allow snow removal. The container(s) may have to be placed in the driveway to meet both of these requirements. It is the responsibility of the resident to see that the container(s) is not in the way of the snowplow and is also in a spot accessible to the garbage trucks.

Sidewalks

City does not guarantee that the designated arterial sidewalks will be free from walking hazards common to Missouri winter weather and may be partially covered with snow and ice. Crews will work during normal business hours to remove snow accumulation on accessible ramps around the square and one block off the square.

Parking Lots

The City is responsible for snow and ice control of parking lots and City-owned facilities. The City does not guarantee that these parking lots will be free from driving and walking hazards common to Missouri winter weather and may be partially covered with snow and ice.

Complaints

Complaints regarding snow and ice control or damage shall be taken during normal working hours and handled in accordance with the City's normal operating procedures. Complaints involving access to property or problems requiring immediate attention shall be handled on a priority basis. Response time should not exceed twenty-four (24) hours for most complaints. It should be understood that complaint responses are to ensure that the provisions of this policy have been fulfilled and that all residents of the City have been treated uniformly. It is the City's intention to log all complaints and upgrade this policy as necessary in consideration of the constraints of our resources. Please call Public Works at 573-547-2500 or City Hall at 573-547-2594. Claims for damaged property will be directed to the City Clerk's office at City Hall.

Record Keeping

Detailed records will be kept on snow and ice removal operations for each event. Records will include man-hours expended, equipment used, and salt required.

Personnel Management

Since many winter operations events occur during the night-time hours, work schedules will be adjusted to ensure crew members receive adequate food and rest to meet performance expectations.

Typically, pre-treatment of Priority Facilities and Arterial Roads requires three workers assigned, one per Ward and one person loading spreaders.

Once it has been determined that snowplowing operations should begin, three workers will be assigned to each ward for a total of nine responding employees. One person will be required to load spreaders and potentially one mechanic on duty for repair of mechanical issues. Generally, one driver will be assigned to each vehicle except in unusual circumstances approved by the superintendent in conjunction with the PW Director.

It will be up to the Street/Refuse Superintendent, with the PW Director, to determine rotating shifts, timing of breaks and number of people per truck (using the logic that higher traffic times during the day may require an additional set of eyes while plowing takes place.)

Logistics

Beginning November 1st of each year, city crews will evaluate each piece of equipment and prepare it for the winter operations season. Plows and spreaders will be installed on key pieces of equipment. City salt bins will be full once a supplier has been identified and a contract signed.

Training

Operator training will typically occur in Mid-October. New hire training will begin once the employee has acquired a CDL permit and can practice snow removal operations with another CDL employee. Training will consist of classroom training on procedures and field training on equipment controls, safety and plowing techniques.

Public Relations

Public Service announcements concerning long-term snow and ice operations will be sent to local radio and television stations. Use of the city Facebook page and Twitter account will also be utilized for announcements concerning snow and ice operations and their impact on other city provided services.

Appendix A- **Winter Event Action Schedule** - Listing and Breakdown of snow/ice removal techniques/locations by Ward

Appendix B- **Winter Operation Vehicles** - Listing of snow and ice removal equipment and specifications

Appendix C- **Winter Event Operations Plan**

Winter Event Action Schedule

Ward 1

Snowplow Truck #1 - Ward 1

Utilities

Wastewater Treatment Plant: US Hwy 61 to plant entrance
Rock Quarry Lift Station: US Hwy 61 to lift-station gate
City Parking Lot

Arterials

Main St: City Limits to City Limits
East St. Maries: Main St. to Kingshighway
Huber Rd: Kingshighway to Schindler Rd
Schindler Rd: Huber Rd to State St

Residentials

Breeze Dr Smith St. to Tradewinds Dr
Tradewinds Dr Entire drive
Breeze Ct. Breeze Dr to end
Windy Hill Smith St to end
Doerr St Ridge Dr to end
Truman Dr Ridge Dr to Lincoln Ct
Lincoln Court Ridge Dr to end
Kennedy Dr Ridge Dr to end
Washington Ln Entire lane
Ste. Augustine Smith St to end
Delaney St Entire street
Ste. Francois St Doerr St to Smith St
Ash St E St Maries to end
Thomas St Ash St to Doerr St
Quinn St Thomas St to Delaney St
Phillips St Thomas St to Delaney St
Doerr St Kingshighway to Ste Augustine St
Miles Rd N Main St to city limits
Prost Ln N Main St to end
E Wichern Rd N Main St to end
Wichern Rd N Main St to Industrial Dr
Henrietta Ln N Main St to Wichern Rd
Walters Ln Kingshighway to end
Corporation Ln Walters Ln to end
Industrial Lift Station Walters Lane to Lift Station
Fairview Way Kingshighway to end
N Walnut Kingshighway to E Ste Maries St

Snowplow Truck #1 - Ward 1 (continued)

Elm St	St Francois St to Ash St
Ash St	Kingshighway to E North St
Smith St	Kingshighway to E North St
Doerr St	Kingshighway to Round-a-bout
St Francois St	Ash St to S Walnut St
E North St	N Main St to Kingshighway

Snowplow Truck #2 - Ward 1

Connector Roadways

State St	Schindler Rd to Rolla St
Rolla St	State St to Edwards St
Edwards St	Rolla St to Hart St
Hart St	Edwards St to S Main St
Spring St	Hart St to Kingshighway
Smith St	Kingshighway to end
Ridge Dr	Smith St to Allens Landing Rd

Residential Streets

Cinque Homes Dr	Dorothy Dr to Sunset Dr
Osage Circle	
Shawnee Circle	
Sunset Dr	Cinque Hommes Dr to Dorothy Dr
Charles Dr	Entire drive
Dowling Dr	Dorothy Dr to Schindler Rd
Lynnie St	Schindler Rd to S Parkview Dr
S Parkview Dr	State Street to end
Jenny St	S Parkview to end
Marilyn St	S Parkview to N Parkview
Cleo St	S Parkview to N Parkview
N Parkview	State St to Huber Rd
Janet Dr	Jenny to end
Sunrise Circle	N Parkview to end
Sunrise Lift Station	
Bredall St	State St to Edwards St
Robb St	State St to Oak St
State St	Rolla St to City Park Dr
Oak St	Robb St to City Park Dr
Mecker Rd	Oak St to end
Brinkman Dr	Oak St to end
City Park Dr	Oak St to State St
E South St	Oak St to S Main St
E St Joseph St	Oak St to Main St

Snowplow Truck #2 - Ward 1 (continued)

Edwards St	Hart St to E St Joseph St
College St	Edwards to S Spring St
S Spring St	Campus Dr to Hart St
S Walnut St	E St Maries St to end

Ward 2

Snowplow Truck #1 – Ward 2

Emergency Services

Ambulance Shed
Hospital
Fire House
Police Dept.
City Hall

Arterial Roadways

West St	Kingshighway to Grand Ave
N Main St	Round-a-bout to E St Joseph St
Old St Marys Rd	Grand Ave to N Kingshighway & Fairview Way

Connector Streets

W St Marie St	N Main St to Church St
Church St	W St Maries St to W St Joseph St
Bruce St	Old St Marys Rd to Gibbar St
Harry St	Gibbar St to Lucy St
Lucy St	Harry St to Kingshighway
Plaza Dr	Kingshighway to Old St Marys Rd

Residential Streets

W North St	Main St to Popular St
Popular St	W North St to Grand Ave
W North St	Popular St to N Waters St
Grand Ave	N Main St to N West St
St Francois St	N West St to Old St Marys Rd
St Francois St	Magnolia St to Cedar St
Jackson St	St Joseph St to Grand Ave
N West St	St Joseph St to Grand Ave
Magnolia St	W St Maries to Old St Marys Rd
Cedar St	W North St to end by St Francois St
Holly St	W St Joseph St to Rand Ave
Holly St Lift Station	
Pine St	W St Joseph St to Rand Ave

Snowplow Truck #1 – Ward 2 (continued)

St Francois St	Holly St to Pine St
St Francois St	Pine St to end
W St Maries	N Waters St to School St
School St	W St Joseph St to Lottes Blvd
Star St	School St to N Waters St
Hume St	Northdale Dr to N Waters St
Rock Ln	Grand Ave to Star St
Blechle St	Grand Ave to Drury Ln
Drury Ln	Bruce St to School St
Star St	Bruce St to Viola Mini Park
Lottes St	Bruce St to N Waters St
Jenkins St	Bruce to N Waters St
Michael St	Bruce St to Gibbar St
Daisy St	Michael St to Old St Marys Rd
Cecelia St	Michael St to Old St Marys Rd
Gibbar St	Old St Marys Rd to Harry Ave

Snowplow Truck #2 - Ward 2

Arterial Roadway's

St Joseph St	Main St to French Ln
Bruce St	St Joseph St to Old St Marys Rd
Grand Ave	Perryville Blvd to N West St

Connector Roadway's

Sycamore Rd	Highway T to end of city limits
Richele/Trishia	Sycamore Rd to Sandstone Drive
Rand Ave	Bruce St to Perryville Blvd
N Waters	St Joseph St to Jenkins St
Northdale Dr	N Waters to Old St Marys Rd
Well # 2	
Northdale Lift Station	

Residential Streets

Moulton St	W St Joseph St to Drury Ln
Blake St	W St Joseph St to Star St
French Ln	Grand Ave to W St Joseph St
W Ste. Maries	French Ln. to N Moulton St
W North St	French Ln to N Moulton St
Drury Ln	Bruce St to end
Star St	Perryville Blvd to Bruce St
Moulton St	Rand Ave to end
Lottes St	Bruce St to end
Lucy St	Lottes St to Hume St

Snowplow Truck # 2 - Ward 2 (continued)

Hume St	Bruce St to Lucy St
Michael St	Bruce St to end
Lucy St	Michael St to Old St Marys Rd
Moulton St	Old St Marys Rd to Kingshighway
Breeze Way	Old St Marys Rd to Kingshighway
Moll Ave	Entire avenue
Moll Ave. Lift Station	
Redwing Dr	Old St Marys Rd to end
Redwing Ct	Red Wing Dr to end
Elliot St	Old St Marys Rd to end
Deer Run Ct	Elliot Ct to end
Dogwood Ct	Sycamore Ln to end
Winwood	Trishia to end
Grand Ave	Sycamore to Dead End
Redbud Court	Entire Street
Progress Dr	St Joseph St to Grand Ave
Polo Run and Fox Trail	Highway T to the end

Ward 3

Snowplow Truck #1 - Ward 3

Utilities

Big Springs Lift Station

Arterial Roadway's

Main St	St Joseph St to end of city limits
West St Joseph St	Main St to French Ln
Edgemont Blvd	Main St to Perryville Blvd
Big Springs Blvd	Edgemont Blvd to Forest Ave
Forest Ave Lift Station	
Alma Ave	Big Spring Blvd to Perryville Blvd

Connector Roadway's

Zeno St	Edgemont Blvd to W St Joseph St
Ganahl St	Main St to Shelby St
Shelby St	Ganahl St to Edgemont Blvd

Residential Streets

Montenot	Alma to Dead End
Harvest Circle	Big Springs Blvd to Forest Ave full circle
Short Way and Hickory Ln	Between both sides of Harvest Circle
Blackberry Ln & Ct	Off of Harvest Circle
Crestview Lane	Entire land

Snowplow Truck #1 - Ward 3 (continued)

Forest Ave	Harvest Cir to Crestview Ln
Forest Ave Lift Station	
Big Springs Lift Station	
Legion Circle	Big Springs Blvd to Veterans Dr
Veterans Dr	Entire drive
Michaud St	Alma Ave to end
Four D Court	Big Springs to end
Greenwell Lane	Big Springs Blvd to end
Moonier St	Big Springs Blvd to Park Ave
Pershing St	Big Springs Blvd to Park Ave.
Zeno St	Edgemont Blvd to Reddick St
Reddick St	Zeno St to end
Kathleen Blvd	Big Springs Blvd to end
Brenda Ave	Perryville Blvd to end
French Lane	Edgemont Blvd to end
Richardet St	Edgemont Blvd to Kathleen Blvd
Steven Street	Off of Kathleen Blvd
Feltz St	Edgemont Blvd to end by W&D Knife Grinding
Hillcrest Dr	Feltz St to Winkler Dr by parking lot
Ann St	Edgemont Blvd to end
Theresa St	Kiefner St to Winkler Dr
Rose St	Kiefner St to Ann St
Kiefner St	Edgemont Blvd to Green Meadows Ln
Green Meadows Lane	In front of Mattingly Residence
Town and Country Sub	Schupps Subdivision off of Hwy B
Shelby St	Gahnal Street to end
Jackson St	St Joseph St to Gahnal St
Cross St	S Main St to S Jackson St
W South St	S Main St to Church St
W South St	St Joseph St to Chloe St
Well # 2	Off of Chloe St
High St	West St to S Jackson St
Church St	Edgemont Blvd to St Joseph St
Chloe St	West St to Kiefner St

Snowplow Truck #2 - Ward 3

Residential Streets

Feltz St	Edgemont Blvd to St Joseph St
Waters St	Edgemont Blvd to St Joseph St
School St	Edgemont Blvd to end by St Vincent's School
Zeno St	Edgemont Blvd to St Joseph St
Rosati Ct	Waters St to Zeno St
Newstead	Edgemont Blvd to Zita St
Zita St	Zeno St to Krieger Ln
Krieger Lane	Zita St to St Joseph St
Chloe St	Feltz St to Newstead
Moulton St	Edgemont Blvd to St Joseph St
Kelly St	Edgemont Blvd to Chloe St
Chloe St	Kelly St to S French Ln
Richardet St	Chloe St to end
La Petite St	Richardet St to S French Ln
S French Lane	Edgemont Blvd to St Joseph St
Edgemont Blvd	Perryville Blvd to Progress Dr
Mission St	Perryville Blvd to Progress Dr
W St Maries	N Moulton St to School St
W North St	N Moulton St to School St
Grand Ave	N Moulton St to School St
Blechle St	North St to Grand Ave
Alma Dr	Perryville Blvd to McDonalds Dr
McDonalds Dr	Alma Ave to end
Vincent Dr	Perryville Blvd to end
Mid America Dr	Vincent Drive to end
Welty Lift Station	
Jefferson St	Perryville Blvd to Constitution St
Constitution St	Jefferson St to end
Show-Me-Shell Lift Station	
Marcella St	Jefferson Street to end
Liberty St	Jefferson to end
Country Lake Dr	Lake Drive to end including Lakeside Dr
Crescent Hill Ct	Country Lake Dr to end
Rambling Hills	Lake Dr to Deerfield Lane
Mulberry Lane	Deerfield Lane to end
Briar Dr	On both sides of Rambling Hills
Meadow Brook Lane	On both sides of Rambling Hills
Giesler Way	Highway T to end
Giesler Way Lift Station	
Seminary Rd	Highway T to end

Winter Operation Vehicles

2-ton trucks are equipped with 6 cubic yard spreaders.

3/4 ton pickup truck is equipped with a 2 cubic yard spreader.

Make	Year	Truck No.	Vehicle Size	Plow/Spreader/Both	Ward
Ford	2012	806	F350 4X4	Both	2
Ford	2015	809	F250 4X4	Both	3
Ford	2005	500	¾ Ton 4X4	Plow	2
Ford	2012	507	F250 4X4	Plow	3
		701		Spreader	1
GMC	2002	702	C7500	Both	2
GMC	1999	320	1 Ton 4X4	Plow	1
Ford	2012	802	F250 4X4	Both	1
Intern	2009	803	Lift Truck	Both	3

Additional Snow-Plowing Equipment

Truck #	Year	Equip Type	Division Assigned	Area of Use
417	2015	JCB backhoe	Street	Plow
834	1998	Backhoe	Street	Plow/Loading
606	2003	Backhoe	Water	Plow
		Skid Steer	Street	Fire/Police/City Hall
812	2002	Payloader	Street	Plow
435	2018	Skid Steer	Gas	Square Parking
	2019	Backhoe	Gas	Plow
813	1987	Road Grader	Street	Plow
		Backhoe	Park ** Emergency only	
Park 5	2007	F250XL	Park ** Emergency only	

Winter Event Operations Plan

A Winter Event Operation has four parts.

1. Part one: Start of the storm- Pre-treatment of key areas.
2. Part two: Snow-plowing efforts.
3. Part three: Storm cleanup
4. Part four: Complaints

Part 1:

- Once winter weather is in the local forecast: Street Crews prepare equipment and gear to handle the upcoming event.
- Police Department will contact the Public Works Director and Street/Refuse Superintendent to advise of the road conditions. The Street Superintendent will check road conditions and determine if treatment of “Priority Facilities” and “Arterial Roadway’s” is warranted. If conditions are deteriorating, Street crews will be notified to report to Public Works.
- Crews will be assigned specific Wards to begin spreading salt at the “Priority Facilities” and “Arterial Roadway’s/high volume intersections”. Once those areas have been treated with a salt/sand mixture, crews will start salting Connector Roadways in all three wards. This requires one pass with the large Salt Spreaders down the middle of the street. Proportions of salt/cinder mixture to be used is a 3:1 mixture of salt:cinder. Crews will work until all three wards are treated. Once pre-treatment is complete, operations will cease until snow levels reach 2”.

Part 2:

- Once snow levels have reached 2”, the Street/Refuse Superintendent will notify additional personnel to report to Public Works to begin plowing efforts. If visibility is reduced to where safety of personnel is compromised, plowing efforts may be suspended until visibility improves.
- Crews will also use special equipment to clear city-maintained parking lots and parking around the square.
- Crews will keep in mind the following procedures while plowing:
 - Always do a pre-trip inspection of equipment before leaving the Public Works yard.
 - Check gate on salt spreader to ensure the proper amount of salt:cinder mixture is being applied to the street.
 - Make sure the plow blade is cleaning the street and not just skimming the surface.
 - If you hit a manhole or gas valve lid, stop and inspect it. Inspect the plow as well.
 - Driving too fast will throw slush on to houses, cars, etc. Do not snowplow in overdrive.
 - Do not plow curb to curb, this practice will damage storm drains and plow blades. A 24” buffer should be maintained.
 - Only plow your assigned ward, unless instructed by the Superintendent in charge.
 - If you find yourself fatigued, notify the superintendent in charge and take a break at the Public Works location.
 - Check snowplow blades and shoes before each shift during the event.
 - Do not plow driveways, take care not to plow snow that has been previously removed by property owner.
 - Watch your vehicle and be sure to check the fluids often. Winter operations are hard on equipment.
 - Inform the superintendent in charge if you hit something (car, truck, mailbox, et.)

Part 3:

- Once the storm has subsided and during normal working hours, crew will continue clean up efforts to completely remove snow from traffic lanes.
- Crews will remove any snow that has collected on the accessible ramps around the square and one block off of the square.
- Crews will survey equipment and notify maintenance staff if any repairs or replacement parts are necessary.
- Street/Refuse Superintendent will contact salt supplier immediately to refill salt bins before the next event occurs.

Part 4:

- Once complaints begin to arrive at City Hall and Customer Care Center, each call will create a service request.
- Requests to be forwarded to the street superintendent for evaluation of complaint. If the complaint is legitimate, efforts will be made to rectify the situation. Ongoing complaints will be forwarded to the Public Works Director.
- Damage claims will be forwarded to the City Clerks office at City Hall.